GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

STARRED QUESTION NO:120
ANSWERED ON:23.11.2016
Services of MTNL and BSNL
Patole Shri Nanabhau Falgunrao

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the landline and broadband services of BSNL and MTNL get badly affected due to frequent damage to underground cables and cable theft;

(b) if so, the action being taken by the Government to improve the situation;

(c) the timeframe laid down for carrying out repair and actual time taken to repair 2G-BTS and 3G-BTS in various districts of Maharashtra;

(d) whether the Government has any scheme of providing 3G services in all districts under Phase VIII in Maharashtra; and

(e) if so, the details thereof along with the time by which the said services are likely to be provided?

Answer

THE MINISTER OF STATE (IC) OF THE MINISTRY OF COMMUNICATIONS &
MINISTER OF STATE IN THE MINISTRY OF RAILWAYS
(SHRI MANOJ SINHA)

(a) to (e) A Statement is laid on the Table of the House.

STATEMENT TO BE LAID ON THE TABLE OF THE LOK SABHA IN RESPECT OF PARTS (a) TO (e) OF LOK SABHA STARRED QUESTION NO.120 FOR 23RD NOVEMBER, 2016 REGARDING "SERVICES OF MTNL AND BSNL".

(a) There are some incidents of damage of underground cables and cable theft, due to which landline and broadband services get affected for some subscribers of Bharat Sanchar Nigam Limited (BSNL) and Mahanagar Telephone Nigam Limited (MTNL).

(b) Following steps are being taken by BSNL/MTNL to improve the situation:

? Since majority of faults in lines arise out of damage to cables due to landslides, road works etc., close coordination is being done with the Local Bodies, PWD (Public Work Department), gas, electricity, water utilities and NHAI (National Highway Authority of India) authorities etc., to prevent damage of cables.
? During night hours, cables exposed during development / maintenance work are patrolled by staff of BSNL and MTNL.
? Patrolling is being done along the cable routes to minimize the cable theft.
? Theft prone manholes are being sealed.
? Cable theft alarms are installed over the span of primary cable and monitoring is being done properly.
? Utmost care is being taken to prevent the incidents of theft and damage of underground cables.
? Instructions have already been given to all the field units to closely monitor the Fault Repair Service System, to improve the same day fault clearance and next day fault clearance.
? Time to time rehabilitation and up gradation of external plant.
? Lodging FIR with the police.
? Regular meetings are held with Police, State Administration, PWD and Municipal Authorities, etc.

(c) BSNL has reported that repair of 2G BTS (Base Transceiver Station) and 3G BTS are being normally attended promptly and are being monitored at OMC-R (Operation and Maintenance Centre-Radio) centrally. Normally, there is no/little delay in attending to faults except for certain occasions where there is media interruptions/card shortage. In such cases, it takes few days for restoration.

MTNL, Mumbai has reported that BTS faults are normally attended same day. Time frame for repair is 4 hours to 24 hours depending upon severity of fault. Actual time taken for repair is within the given time frame.

(d) & (e) Under Phase-VII project, all the District Headquarters/ Tehsils of Maharashtra circle are already covered by 3G services. BSNL has provided 3G services in 371 towns and cities of Maharashtra including all Districts of the state. This will be further augmented under Phase-VIII, for which tender has been floated.

MTNL is also providing 3G service in its license area of Mumbai.